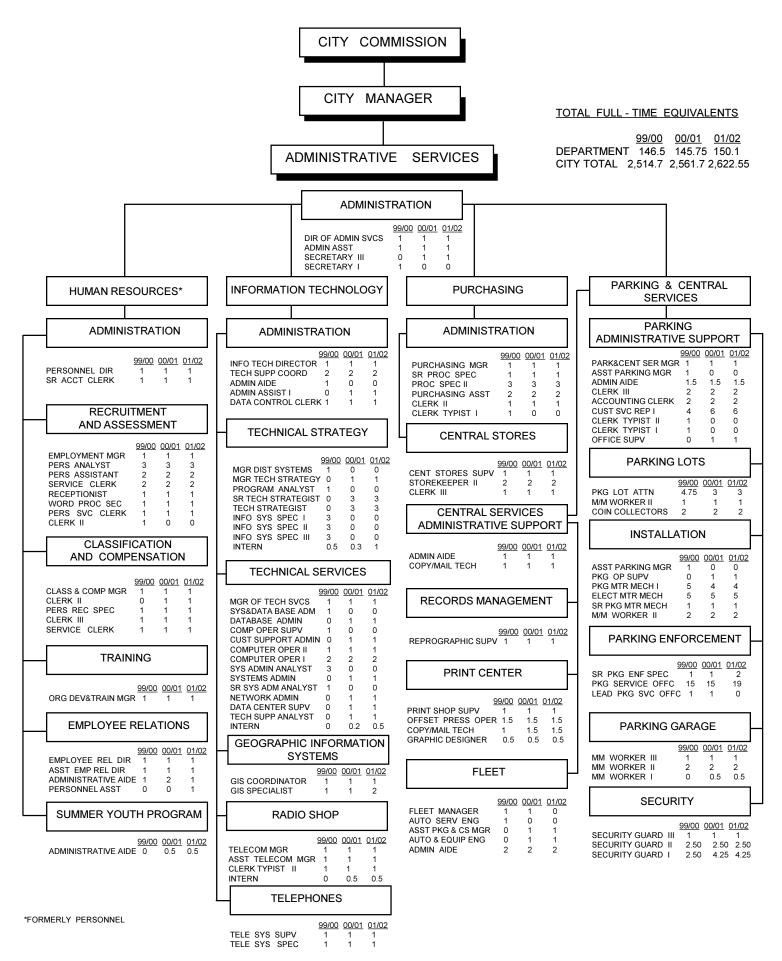
ORGANIZATION PLAN ADMINISTRATIVE SERVICES



MISSION

Be the Best, Serving the Best.

FY 2001/2002 GOALS, OBJECTIVES AND SELECTED PERFORMANCE MEASURES

	FY 1999/2000	FY 2000/2001	FY 2001/2002
<u>DIVISION</u> : Administrative Support	<u>Actuals</u>	Estimated	Adopted
Total Budget	\$641,386	\$602,656	\$563,292
Total FTE's	3	3	3

- 1. <u>Goal</u>: Foster a departmental commitment to excellent service for our varied customers. This commitment is promoted through shared leadership, employee recognition and support, and a spirit of enthusiasm.
 - Objectives: a. Provide overall management services and coordination for the department, including the coordination of responses to citizen and Commission inquiries, monitoring the departmental budget and administering the City's Service Award Program.

	FY 1999/2000	FY 2000/2001	FY 2001/2002
<u>DIVISION</u> : Information Technology	<u>Actuals</u>	Estimated	Adopted
Total Budget (General Fund)	\$3,249,015	\$4,215,895	\$4,104,728
Total FTE's	28.5	28.5	30.6
Total Budget (Central Services Fund)	\$1,323,060	\$1,449,191	\$1,506,706
Total FTE's	5.0	5.5	5.5

- 2. <u>Goal</u>: Provide reliable computer and network infrastructure, effective customer support, and innovative implementation of new technologies including providing for e-government capability to both the citizens and business community.
 - Objectives: a. Assist departments in expanding their use of the Internet and Intranet to enhance the delivery of information and services to customers.
 - b. Coordinate and assist with deployment of technology throughout the City via the annual Department Technology Plans.
 - c. Implement document management imaging and workflow system for the Human Resources Division utilizing both the Intranet and Internet. This technology can be expanded for use in other areas throughout the City.
 - d. Implement hand held data collection devices to increase productivity and accuracy of data collection and workflow for the Fire and Public Services departments.
 - e. Continue to improve the reliability and availability of applications and systems by implementing fault-tolerant technologies such as server clustering and network redundancy to provide automatic failover.

- f. Manage the exploding need for data storage and quick online recovery of data by utilizing the latest tools for backup and recovery such as dedicated backup servers and intelligent disk storage devices.
- g. Enable mobile and remote users to more efficiently communicate by taking advantage of collaboration tools such as Internet Telephony.
- h. Provide more efficient and proactive problem resolution by using network and system monitoring tools that immediately notify the Helpdesk of problems and automatically suggest possible courses of action.
- i. Minimize risk by implementing security software and procedures that enforce the City's policies on computer usage and protect against unauthorized access internally and via the Internet.
- j. Complete implementation of the new Helpdesk software system to enhance management of calls by December 30, 2001.
- k. Complete implementation of the new Payroll/Personnel software system by the end of FY 2001/2002.

Selected Performance Measures	FY 1999/2000 <u>Actuals</u>	FY 2000/2001 Estimated	FY 2001/2002 <u>Target</u>
Workloads/Outputs: Network Users Helpline Calls	858 12,865	1,000 10,485	1,000 11,000
Efficiency: Average ISD Personnel Cost/Call*	\$19.21	\$19.12	\$19.78
Effectiveness: Helpline Calls Resolved Within 4 Hrs	86 %	6 85 %	86 %

^{*}As reported by Help Desk Institute's 99/00 Best Practices survey, the average cost of a helpline call is \$20 to \$29.

- 3. <u>Goal</u>: Provide effective and economical radio and telephone communications for all City offices and regulate the use of the City's rights of way by telecommunications services providers, cable television franchise holders and the placement of antennas and towers within the City.
 - Objectives: a. Develop plans to improve electrical grounding at the Utilities' radio communications site.
 - b. Develop specifications for a new radio communications site.
 - complete installation of emergency repeaters for non-public safety radio system users by March, 2002.

- d. Develop specifications for future procurement of local and long distance telephone service.
- e. Work with the Public Information Office and Police Department to procure and implement a Highway Advisory Radio System by June, 2002.

Selected Performance Measures	FY 1999/2000 Actuals	FY 2000/2001 Estimated	FY 2001/2002 Target
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Workloads/Outputs:			
Radios in Service	1,755	1,767	1,850
Radios Repaired Monthly	47	52	55
Telephones in Service	1,468	1,468	1,700
Telephone Service Requests/Day	20	10	10
Efficiency:			
Turnaround Time for Radio Repairs (Days)	8	7	5
Telephone Work Tickets Completed in 24 Hours or Less	15 15		10
Effectiveness:			
Radios Returned Due to Improper Repair	1 %	<1 %	<1 %
Radio System Uptime	99.80 %	99.99 %	99.99 %
Telephone System Uptime	99.90 %	99.99 %	99.99 %
	FY 1999/2000	FY 2000/2001	FY 2001/2002
DIVISION : Parking and Central Services	Actuals	Estimated	Adopted
Total Budget (General Fund)	\$832,343	\$958,591	\$918,264
Total FTE's	3.0	3.0	3.0
Total Budget (Parking Fund)	\$4,839,394	\$6,046,836	\$6,599,521
Total FTE's	59.0	61.5	65.0
Total Budget (Central Services Fund)	\$437,284	\$399,935	\$416,614
Total FTE's	4.0	4.5	4.5
Total Budget (Vehicle Rental Fund)	\$10,876,222	\$10,613,660	\$12,024,219
Total FTE's	4.0	4.0	4.0

4. <u>Goal</u>: Provide the City with the highest quality printing and graphic products possible at a competitive rate.

Objectives: a. Review charges to meet actual expenses and remain competitive, while providing a level of service unobtainable on the outside. Maintain a savings of at least 25% over outside commercial printers.

Selected Performance Measures	FY 1999/2000 <u>Actuals</u>	FY 2000/2001 Estimated	FY 2001/2002 <u>Target</u>
Workloads/Outputs: Sheets Thru Press (Impressions)	7,322,659	6,813,273	7,000,000
Efficiency: Cost Per 1,000 Impressions Impressions Per Operator	N/A N/A	N/A N/A	\$57.14 2,725,000
Effectiveness Lower Than Outside Printing Companies	26 %	26 %	26 %

- 5. Goal: Provide City employees and the public with access to City Records and ensure that the City remains in compliance with State Public Records Laws.
 - Objectives: a. Monitor and control Records Storage and microfilming contracts to ensure availability of records and that the records are maintained in accordance with state law.
 - b. Update, print and distribute Records Retention Manuals, Records Management Handbook and the City's Policy and Standards Manual.
- 6. <u>Goal</u>: Provide reliable City Hall Parking Garage security.
 - Objectives: a. Escort employees to the parking garage after normal working hours.
 - b. Provide after hours security in City Hall lobby.
- 7. <u>Goal</u>: Furnish functional, reliable and economical vehicles and fleet-related equipment necessary for the conduct of City operations.
 - Objectives: a. Implement the planned replacement of 147 vehicles and pieces of equipment.
 - b. Update the "Fleet Plan" and projected vehicle and equipment replacement costs through FY 2002/2003.
 - c. Successfully monitor and control the "Fleet Management & Maintenance Services Agreement" with First Vehicle Services to ensure vehicle and equipment maintenance and repairs are optimized to minimize downtime and costs and protect the overall fleet investment.
 - d. Complete contract cost negotiations for year one of the last two year extension of the fleet maintenance contract (effective 10/1/01) to establish the firm Targeted Budget for Fiscal Year 2001/2002.

Selected Performance Measures	FY 1999/2000 <u>Actuals</u>	FY 2000/2001 Estimated	FY 2001/2002 <u>Target</u>
Workload:			
Vehicle/Equip. Work Orders Completed	15,000	16,300	16,300
Vehicle/Equipment PM's Completed	4,800	4,900	4,900
Efficiency:			
Reduce Veh/Equip Turnaround Time for	70	70	< 70
Repairs of Public Safety Units (Police & Fire): No. of Repairs > 24 Hours/Month			
Reduce No. of Fleet Veh/Equip Repairs	98	<90	< 90
> 48 Hours/Month			
Effectiveness:			
Maintain Overall Fleet Availability > 95%	97.1 %	>95 %	> 95 %

- 8. Goal: Provide safe and convenient parking in a professional, efficient, and innovative manner.
 - <u>Objectives</u>: a. Provide well-maintained and repaired parking meters thus minimizing meter malfunctions while increasing meter revenue.
 - b. Effectively enforce the parking regulations set forth by State Statute and City ordinance.
 - c. Provide excellent customer service when assisting the public.
 - d. Continue the replacement of mechanical meters with digital meters throughout the City.
 - e. Continue using a detail officer in the Central Parking Garage (CPG) on Friday and Saturday evenings and continue with the supplemental lot and CPG maintenance.
 - f. Implement an interactive voice response and Internet credit card payment system for integration into the new Parking Administration System Software.
 - g. Pursue expansion of parking facilities.
 - h. Develop new public parking under the deck area of the new 17th Street Causeway Bridge by the end of March, 2002.

	FY 1999/2000	FY 2000/2001	FY 2001/2002
Selected Performance Measures	<u>Actuals</u>	Estimated	<u>Target</u>
Workloads/Outputs:			
Citations Issued Annually	111,774	106,872	125,000
Payments Posted Per Week	950	1,700	1,700
Total Parking Spaces	9,194	10,242	10,422
Hours CPG Maintained Per Week	100	130	130

Selected Performance Measures	FY 1999/2000 <u>Actuals</u>	FY 2000/2001 Estimated	FY 2001/2002 <u>Target</u>
Efficiency:			
Total Parking Spaces Maintained Per Mechanic	1,021	1,138	1,158
Effectiveness:			
Citations Voided (% of Issued)	2.7 %	2.9 %	2.4 %
Citations Paid Annually (% of Issued) (Industry Standard is 75%)	63.0 %	75.0 %	75.0 %
	FY 1999/2000	FY 2000/2001	FY 2001/2002
DIVISION : Human Resources	<u>Actuals</u>	Estimated	Adopted
Total Budget (General Fund)	\$1,758,351	\$1,984,323	\$2,087,866
Total Budget (Insurance Fund)	\$90,444	\$109,602	\$82,000
Total FTE's	23	23	23.5

- 9. <u>Goal</u>: Provide professional human resource management services by encouraging personal and professional growth, developing innovative methods, building a positive image, creating employee satisfaction and promoting teamwork.
 - <u>Objectives</u>: a. Recruit and identify quality candidates for employment through targeted recruitment and advanced professional assessment techniques.
 - b. Identify training needs of individual departments and provide programs which address those needs.
 - c. Develop and implement systems and procedures which will effectively provide for equal employment opportunity.
 - d. Continue the ongoing practice of compensating employees fairly in terms of both internal and external equity.
 - e. Plan, organize and direct the labor and employee relation activities of the City including: union contract negotiations, resolving labor/employee relation problems, and promoting labor management cooperation.
 - f. Conduct special projects such as Document Imaging and Payroll/Personnel Replacement System.
- 10. <u>Goal</u>: Provide medical services required by the employment process.
 - <u>Objective</u>: a. Administer various medical examinations, e.g.: post employment job offer physicals and drug creens, fit-for-duty exams, and mandatory drug and alcohol testing.

Selected Performance Measures	FY 1999/2000 <u>Actuals</u>	FY 2000/2001 Estimated	FY 2001/2002 <u>Target</u>
Workloads/Outputs: Applications Processed	10,128	12,298	10,500
Appointments, Hires, Promotions, etc.	636	534	500
Efficiency: Human Resource Division Expense as a % of City Expenses*	0.6 %	0.6 %	0.6 %
Effectiveness: Customer Service Survey (% Rated as Excellent)	91.1 %	90.4 %	95.0 %

^{*}The 2001 Average National Benchmark was 1.0% as published in the annual survey/report conducted by the Bureau of National Affairs, Inc. and the Society for Human Resource Management (recognized by the Saratoga Institute as the annual Human Resources Effectiveness Report [HRER]).

	FY 1999/2000	FY 2000/2001	FY 2001/2002
DIVISION : Purchasing	<u>Actuals</u>	Estimated	Adopted
Total Budget (General Fund)	\$586,446	\$634,729	\$610,902
Total FTE's	9	8	8
Total Budget (Central Services Fund)	\$336,350	\$341,289	\$333,092
Total FTE's	4	4	4

- 10. <u>Goal</u>: Provide quality procurement and materials management services through the use of automation, increased efficiency, professionalism and good relations with City departments and the business community.
 - <u>Objectives</u>: a. Ensure the City the best possible pricing for required goods and services, consistent with acceptable quality and other required needs.
 - b. Continue to use technology to obtain greater competitiveness in the marketplace.
 - c. Assist all using departments in ensuring contractor/vendor compliance and assist in negotiating unresolved issues. Monitor department compliance with the Purchasing Code.
 - d. Provide an efficient and cost effective Central Stores program.
 - e. Issue purchase orders in a timely and efficient manner, from receipt of acceptable requisition (16 days on average).
 - f. Ensure the City is obtaining the best possible value for the travel dollars spent.
 - g. Increase City's outreach to MBE/WBE vendors and monitor City departments compliance with related MBE/WBE objectives.

Selected Performance Measures	FY 1999/2000 <u>Actuals</u>	FY 2000/2001 Estimated	FY 2001/2002 <u>Target</u>
Workloads/Outputs: Purchase Orders Issued (Includes RPA's)	16,750	15,287	16,000
Completed Solicitations	168	165	160
Efficiency:	#20.01	0.11.0 C	#20 66
Cost to Process Purchase Order	\$38.01	\$41.36	\$38.66
Effectiveness:			
Days to Issue a Purchase Order*	16	16	14

^{*}A survey by Arizona State University reports the national average time the public sector requires to issue a purchase order is 23 days.

	FY 1999/2000 Actual	FY 2000/2001 Orig. Budget	FY 2000/2001 Est. Actual	FY 2001/2002 Adopted
		General Fund		
Revenues				
Taxes	\$ 1,263,931	1,475,000	1,550,000	0
Charges for Service	1,019,309	1,112,039	1,029,200	1,026,692
Fines & Forfeitures	184,095	281,250	240,000	240,000
Miscellaneous Revenues	753,414	792,598	889,234	737,903
Total	\$ 3,220,749	3,660,887	3,708,434	2,004,595
Expenditure				
Salaries & Wages	\$ 3,488,713	3,533,840	3,766,076	4,084,856
Fringe Benefits	998,777	1,039,687	1,107,047	1,164,612
Services/Materials	1,751,013	2,344,523	2,211,002	2,492,579
Other Operating Expenses	309,054	275,500	308,997	313,005
Capital Outlay	519,983	500,600	1,003,072	230,000
Total	\$ 7,067,540	7,694,150	8,396,194	8,285,052

		FY 1999/2000 Actual	FY 2000/2001 Orig. Budget	FY 2000/2001 Est. Actual	FY 2001/2002 Adopted
Revenues			Parking Fund		
Charges for Service	\$	5,687,937	5,891,800	5,694,269	6,025,436
Fines & Forfeitures		1,459,147	2,650,000	1,750,000	2,398,750
Miscellaneous Revenues		628,462	665,200	543,500	543,500
Total	\$	7,775,546	9,207,000	7,987,769	8,967,686
Expenditures					
Salaries & Wages	\$	1,696,301	1,963,610	1,856,424	2,244,835
Fringe Benefits		496,049	567,338	583,459	666,196
Services/Materials		784,353	1,053,561	1,585,672	1,521,355
Other Operating Expenses		1,559,334	1,641,867	1,456,152	1,689,635
Capital Outlay		303,357	495,335	565,130	477,500
Total	\$	4,839,394	5,721,711	6,046,837	6,599,521
			Insurance Fund		
Expenditures	Ф	00.444	02.000	100.602	02 000
Services/Materials	\$	90,444	82,000	109,602	82,000
Total	\$	90,444	82,000	109,602	82,000
		Ce	entral Services Fur	nd	
Revenues		<u>CC</u>	inti ai Sci vices i ui	<u>iu</u>	
Charges for Service	\$	1,950,628	1,463,132	1,463,132	2,352,546
Miscellaneous Revenues	•	260,106	171,951	155,405	160,804
Total	\$	2,210,734	1,635,083	1,618,537	2,513,350
Expenditures					
Salaries & Wages	\$	556,925	567,511	552,970	589,592
Fringe Benefits		171,048	178,523	185,814	188,072
Services/Materials		1,115,995	1,003,185	1,243,128	1,211,150
Other Operating Expenses		159,588	184,539	163,350	190,098
Capital Outlay		93,138	80,000	45,153	77,500
Total	\$	2,096,694	2,013,758	2,190,415	2,256,412

		FY 1999/2000 Actual	FY 2000/2001 Orig. Budget	FY 2000/2001 Est. Actual	FY 2001/2002 Adopted			
	Vehicle Rental Fund							
Revenues Changes for Service	ф	0.240.961	10 646 220	11 420 454	12 175 500			
Charges for Service	\$	9,349,861	10,646,220	11,420,454	12,175,580			
Miscellaneous Revenues		1,347,570	1,269,273	921,345	1,073,408			
Total	\$	10,697,431	11,915,493	12,341,799	13,248,988			
Expenditures	Φ.	170.010	215.700	210.772	222 522			
Salaries & Wages	\$	172,048	215,730	219,772	232,533			
Fringe Benefits		51,218	61,876	64,195	65,647			
Services/Materials		3,918,899	4,887,696	4,842,830	6,083,534			
Other Operating Expenses		174,371	195,667	179,794	202,005			
Capital Outlay		6,559,686	5,145,451	5,307,069	5,440,500			
Total	\$	10,876,222	10,506,420	10,613,660	12,024,219			